

FIG. 1

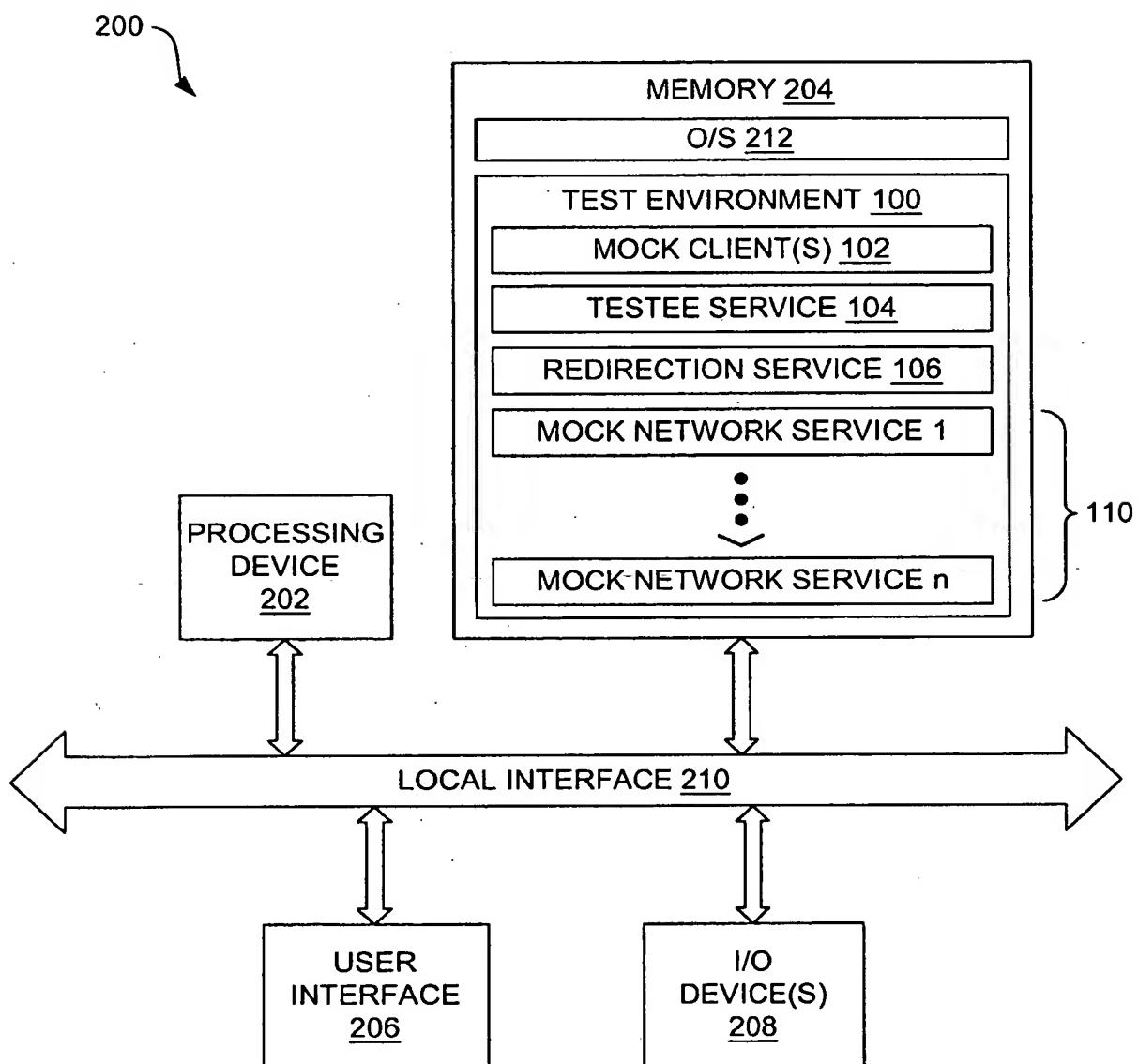


FIG. 2

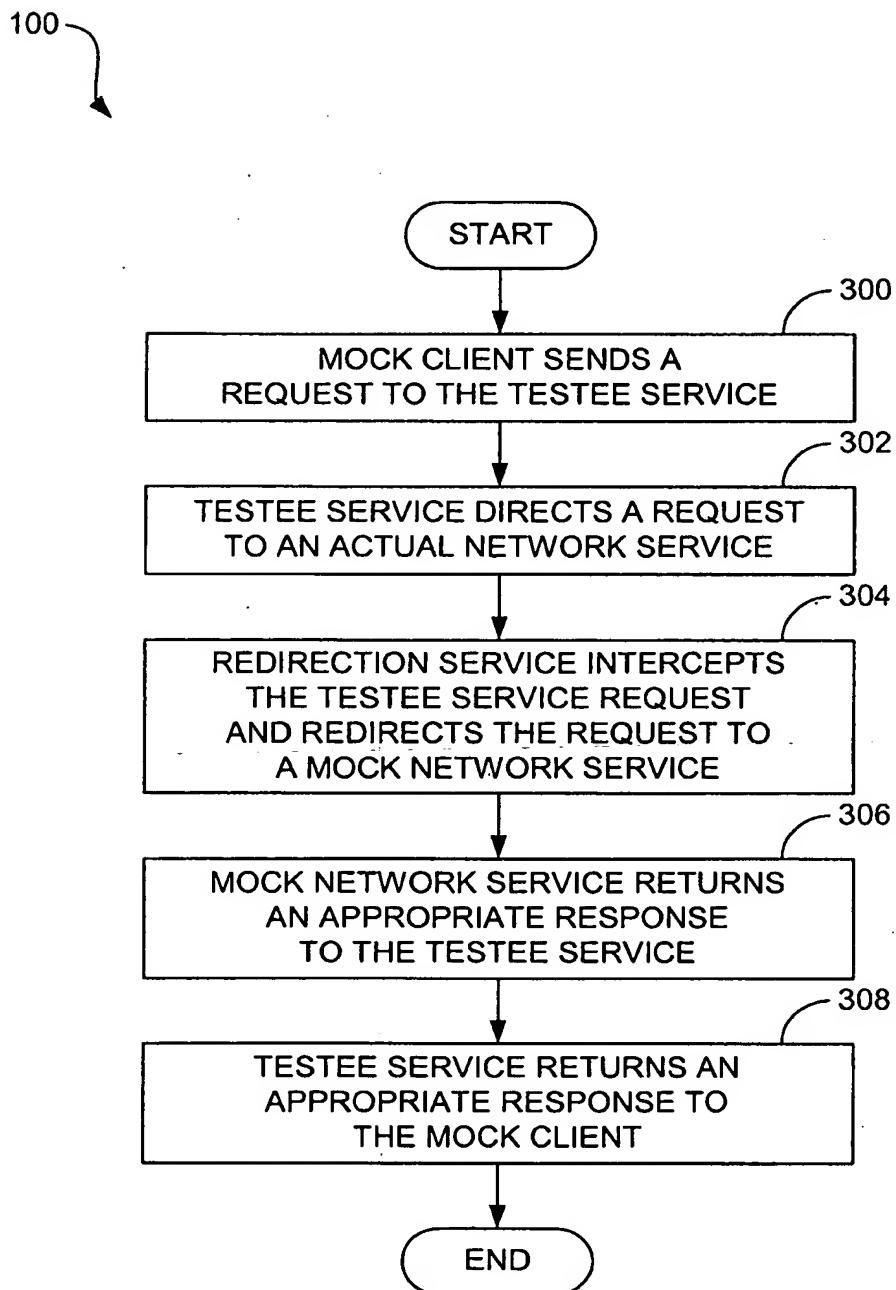


FIG. 3

102

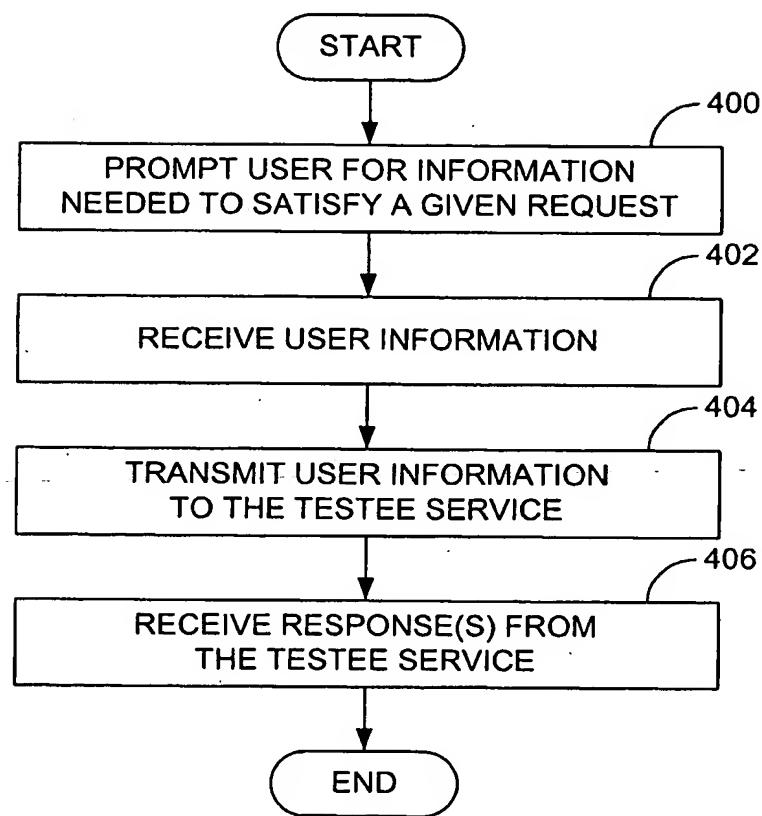


FIG. 4

104

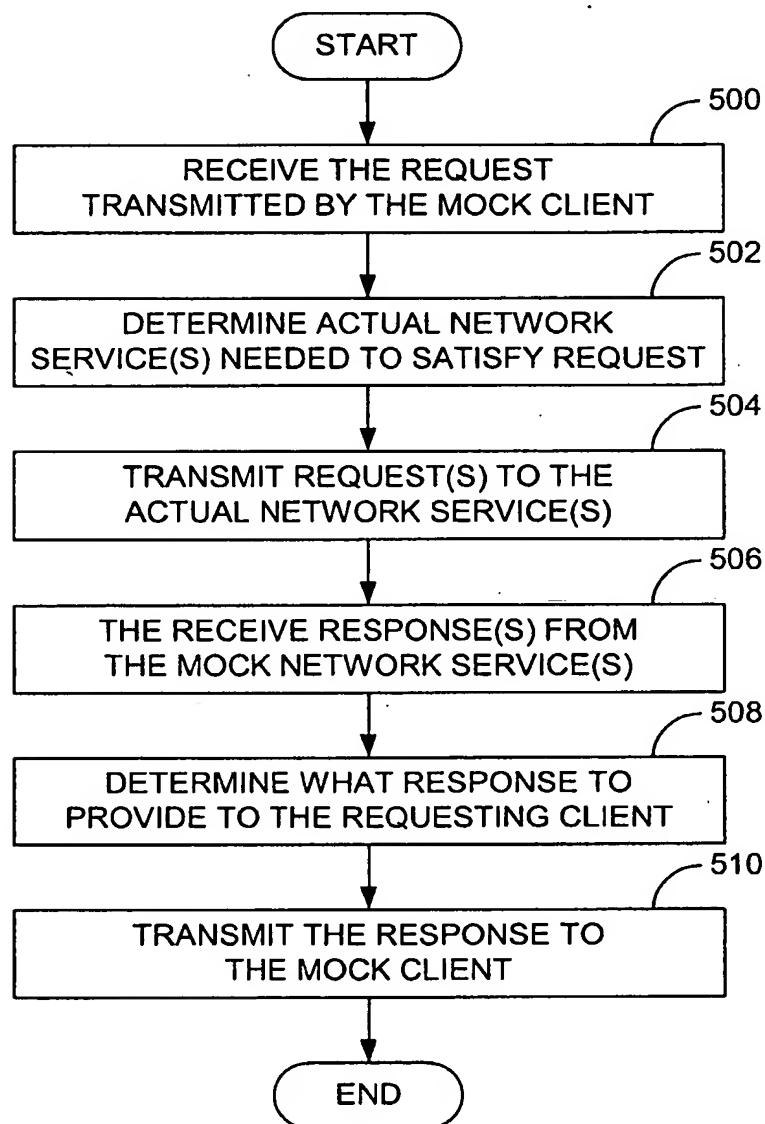


FIG. 5

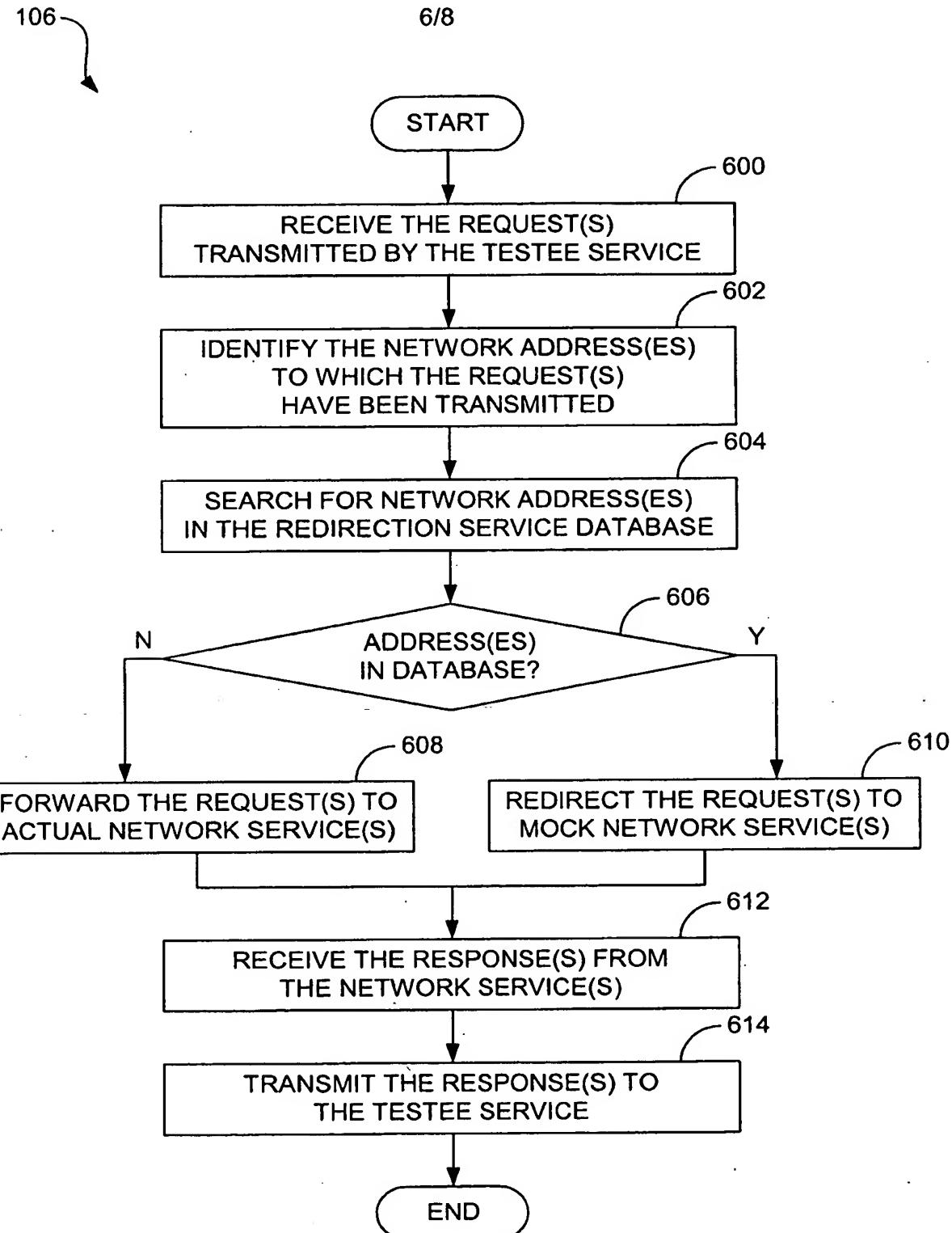


FIG. 6

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112

700

702

ACTUAL NETWORK SERVICE ADDRESSES	MOCK NETWORK SERVICE ADDRESSES
http://provider1.com/longdist ...	http://localhost/abc1/xyz ...
http://provider2.com/servplan ...	http://localhost/abc2/xyz ...
http://provider3.com/long/serv ...	http://localhost/abc3/xyz ...
http://provider4.com/longdist ...	http://localhost/abc4/xyz ...
http://provider5.com/plans/long ...	http://localhost/abc5/xyz ...
⋮	⋮

FIG. 7

114

900

900

900

902

...>

CALLER LOCATION	DAY OF WEEK	CALL TIME	RESPONSE
ZONE A	WEEKDAY	PEAK	PROVIDER Y, PLAN 2
ZONE A	WEEKEND	OFF-PEAK	PROVIDER X, PLAN 1
ZONE A	WEEKDAY	OFF-PEAK	PROVIDER Y, PLAN 3
ZONE A	WEEKEND	PEAK	PROVIDER Z, PLAN 1
ZONE B	WEEKDAY	PEAK	PROVIDER X, PLAN 2
ZONE B	WEEKEND	OFF-PEAK	PROVIDER Z, PLAN 3
⋮	⋮	⋮	⋮

FIG. 9

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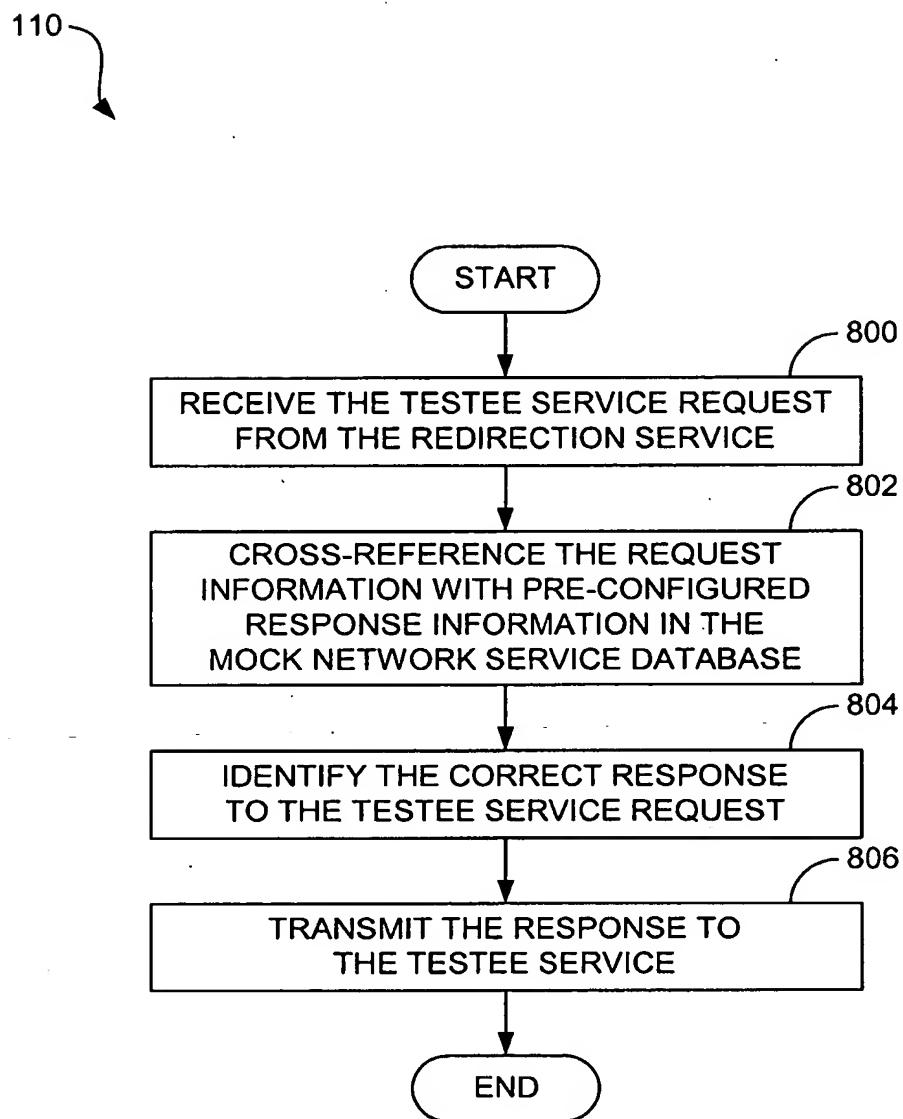


FIG. 8